

IN THE CLAIMS

This listing of claims will replace all prior versions, and listings, of claims in the application:

Listing of Claims

Please cancel claims 41 and 42.

1-33. (Canceled)

34. **(Currently Amended)** A method of providing an emergency contact information of a customer using a telematics device embedded in a customer vehicle during an emergency associated with the customer vehicle, the method comprising:

accessing the telematics device embedded in the customer vehicle during the emergency associated with the customer vehicle;

establishing a communication link between the telematics device and a virtual garage, wherein the virtual garage comprises at least one server on the Internet and wherein the virtual garage stores the emergency contact information of the customer;

providing a site on the Internet that communicates with the server and that can be accessed by the customer independently from the telematics device so that the customer can specify the emergency contact information stored by the virtual garage and to be transmitted to the telematics device during the emergency;

retrieving the emergency contact information of the customer from the virtual garage using the telematics device; and

transmitting the **retrieved** emergency contact information of the customer ~~to a Public Safety Answering Point, wherein the emergency contact information is transmitted~~ from the telematics device embedded in the customer vehicle to the Public Safety Answering Point **so that the Public Safety Answering Point will have the customer's emergency contact information that was specified by the customer**

via the Internet site and retrieved from the virtual garage by the telematics device during the emergency.

35. (Previously presented) The method of claim 34, wherein the communication link comprises the Internet.
36. (Previously presented) The method of claim 34, wherein the communication link is a wireless connection.
37. (Previously presented) The method of claim 34, wherein the emergency contact information is retrieved from the virtual garage to the telematics device using an FM subcarrier network.
38. (Previously presented) The method of claim 34 further comprising requesting an emergency 911 service to the Public Safety Answering Point using the telematics device.
39. (Previously presented) The method of claim 34 wherein the emergency associated with the customer vehicle comprises a vehicle collision.
40. (Previously presented) The method of claim 34, wherein the Public Safety Answering Point comprises one of an emergency medical service vehicle, a police service, and a fire service.
41. **(Canceled)**
42. **(Canceled)**
43. (Previously Presented) The method of claim 34, further comprising:
centralizing data in the virtual garage from one or more telematics service providers.
44. (Previously presented) The method of claim 43, wherein the telematics service provider comprises an automobile company.

45. (Previously presented) The method of claim 43, wherein the telematics service provider comprises an insurer.
46. (Canceled)
47. (Canceled)
48. **(New)** A method according to claim 34, further comprising:
providing a business access to additional information regarding the customer that is stored in the virtual garage so that the business can provide reverse-retailing services to the customer based on the additional information.
49. **(New)** A method according to claim 48, wherein the step of providing access includes providing a customer relationship management site that is accessible to the business via the Internet and that communicates with the virtual garage.
50. **(New)** A method according to claim 48, wherein the additional information includes vehicle ownership information.
51. **(New)** A method according to claim 48, wherein the additional information includes customer experience information.
52. **(New)** A method of providing services to a customer having a vehicle, comprising:
centralizing data in a virtual garage from one or more telematics service providers,
wherein the telematics service providers consist at least of an automobile company
and an insurer, and wherein the virtual garage comprises at least one server on the
Internet;
dynamically delivering updates to preferences and profiles of the telematics service
providers to the virtual garage;
storing emergency contact information for the customer in the virtual garage;

establishing a communication link from the vehicle to the virtual garage during an emergency associated with the customer's vehicle;
retrieving the emergency contact information of the customer from the virtual garage during the emergency; and
transmitting the retrieved emergency contact information of the customer from the vehicle to a Public Safety Answering point so that the Public Safety Answering Point will have the customer's emergency contact information that was retrieved from the virtual garage during the emergency,
wherein the communication link is a wireless connection, and
wherein the Public Safety Answering Point comprises one of an emergency medical service vehicle, a police service, and a fire service.

53. **(New)** A method according to claim 52, further comprising:
providing a business access to additional information regarding the customer that is stored in the virtual garage so that the business can provide reverse-retailing services to the customer based on the additional information.
54. **(New)** A method according to claim 53, wherein the step of providing access includes providing a customer relationship management site that is accessible to the business via the Internet and that communicates with the virtual garage.
55. **(New)** A method according to claim 53, wherein the additional information includes vehicle ownership information.
56. **(New)** A method according to claim 53, wherein the additional information includes customer experience information.